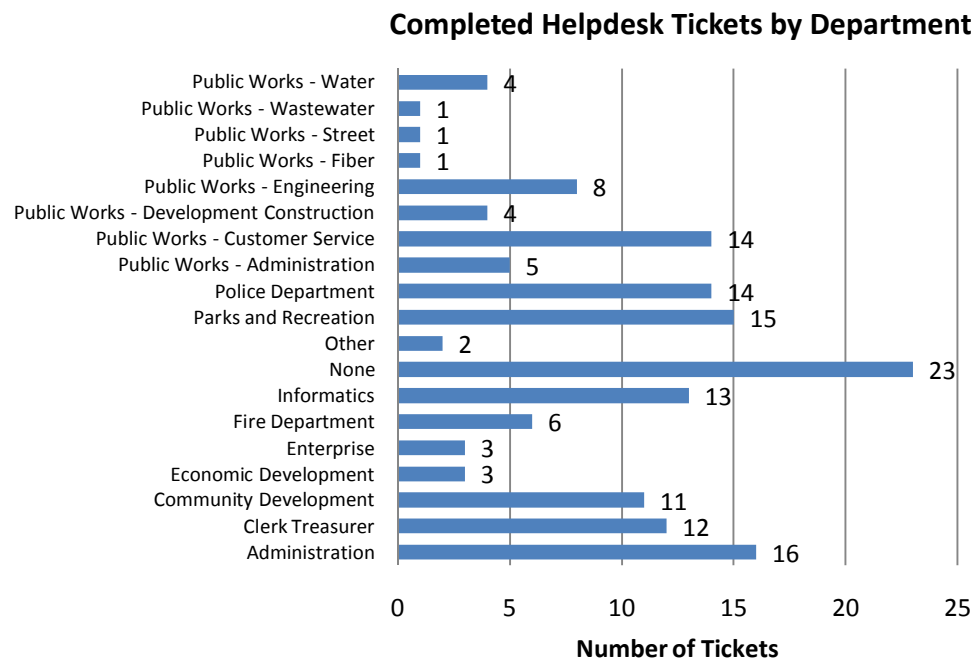**Informatics**

April 30, 2009

April Activity

Understanding that each Division of Informatics will work with the other Divisions in

cooperation towards completion regarding many of the below listed initiatives. In April of 2009, the

Westfield Department of Informatics has initiated, progressed through, and/or completed the following:

Technical Operations:

- Eyes @ Westfield: demo, discussion, building, troubleshooting
- NetMotion VPN: Researched, downloaded, planned
- Office Communication Server: Researched
- Council Technology needs: Met with Councilman Horkay, reviewed functionality, consulted on planning and deployment
- Police Mobile-Vision Project: Initiated, researched hardware options and pricing.
- Hoosier Heritage Port Authority Technology Oversight Board: Initiated and executed management partner RFI process
- Datacenter Relocation Project: Finalized hardware installation at IQuest, preparation for firewall migration complete. Firewall Migration scheduled first week of May, billing matters discussed, iPhone VPN specced ready for installation
- Locates on iPhone: BDC/list work, iPhone research, Apple relationship established
- Review Criteria reviewed and critiqued
- Support Issues: Malware breakout, SharePoint issues, WMOS1 disk issues, SharePoint logging fix
- Features added: SharePoint features such as print entire list, PDF search capabilities
- New Projects initiated: Antivirus Replacement Plan, Threat Center development, Mobile Vision, Twitter/Facebook research and discussion
- Virus response and preparedness analysis (conficker/downadup)
- Cross-Train/Assist Brent
- Internet Explorer 8 Download, testing
- Microsoft Enterprise Agreement Software Assurance research, testing
- Ready PC hardware planning, communication, disaster preparedness
- Windows 7 Preparation, planning
- On-call planning, research and support
- IPhone support, troubleshooting and development

- Iphone Disassembly
- Multiple cleanups on DTodd's computer
- Began restoration of DT's computer
- ADP shortcut tutorial
- Modify Zoning Web map
- Observe Firewall Cutover
- Iphone research
- Malware issues
- Jamar software troubleshooting
- Netbook setup for DL
- Sharepoint modifications for multiple sites
- Install AutoCad 2010 for LW – other programs
- Pictometry license issue research/fix
- Pictometry optimization
- Setup and deploy two PCs for Engineering
- Norton Ghost research
- Setup SQL DB for BDC
- Keybilling BDC
- Modify Street BDC
- Parcel Update Script Optimization
- Setup computer for interview typing test
- 29 helpdesk tickets.

Production Services:

Completed Helpdesk Tickets by Department

Department	Number of Tickets
Public Works - Water	4
Public Works - Wastewater	1
Public Works - Street	1
Public Works - Fiber	1
Public Works - Engineering	8
Public Works - Development Construction	4
Public Works - Customer Service	14
Public Works - Administration	5
Police Department	14
Parks and Recreation	15
Other	2
None	23
Informatics	13
Fire Department	6
Enterprise	3
Economic Development	3
Community Development	11
Clerk Treasurer	12
Administration	16

- Implemented WEScholar, the City of Westfield's first training and education program. It is a place for employees of the city to go and set up training times on a calendar, sign up for classes, find resources on government operations, GIS, Technology, and Health and Safety. The first WEScholar class took place April 20th. The police department received training on Microsoft Office 2007. In order to accommodate the different shifts, Beth and I taught a class at 9am, 2pm, and 10pm. In total we had 24 people attend the classes. We also created a page on the WEScholar site that is just for Microsoft Office 2007. The intended purpose of WEScholar was not only to foster training and education throughout the city, but to cut down on the number of HelpDesk tickets Production Services receives from the different departments.

- Addressed 40 new lots (commercial and residential combined)

- Continuing GPS projects for various departments

- Maps and posters for various departments

- Assisted the Storm Water Specialist with the Village Farms storm water marking event by providing maps and GPSed storm structures.

- Provided maps for the Water department for Hydrant Flushing

- Updated and digitized WPWD Facilities Mowing Catalog to include correct mowing acreage and facilities.

- Currently working through an addressing issue on Greyhound Pass. There is no direction on the street, causing confusion with emergency response. Coordination with Hamilton County and the regional post office has been essential and a solution has been created.

Professional Services:

The screen shots displayed below are intended to provide a brief overview of the site's purpose and

what has been added/changed in April of 2009. All of the sites have had significant changes. It is still

the case that Professional Services has setup weekly or bi-weekly meetings with each

department/division where the development of its site, expectations of Informatics and the department

itself, and goals/objectives for the site are developed and continually improved upon.

OneForce is the intranet for Westfield's Police department. Significant changes have taken place in April, 2009. The highlighted major changes in April were to the processes surrounding requests for records and technical support and Public Information Press Releases. Some of the less significant changes were the addition of a forms library, the ability for the Chief and other interested parties to track internal projects and their status, etc. It is being actively used by Fleet, Records, Public Information Officers, and Technical assistance personnel within WPD. Soon it will also house our Police Department's training requirements and related information as far as who has completed what training. Chief Jowitt, Major Jordan, and Professional Services have implemented most of the features this site will have before Chief Jowitt requests that all of his Police Officers use the site to manage their requests.
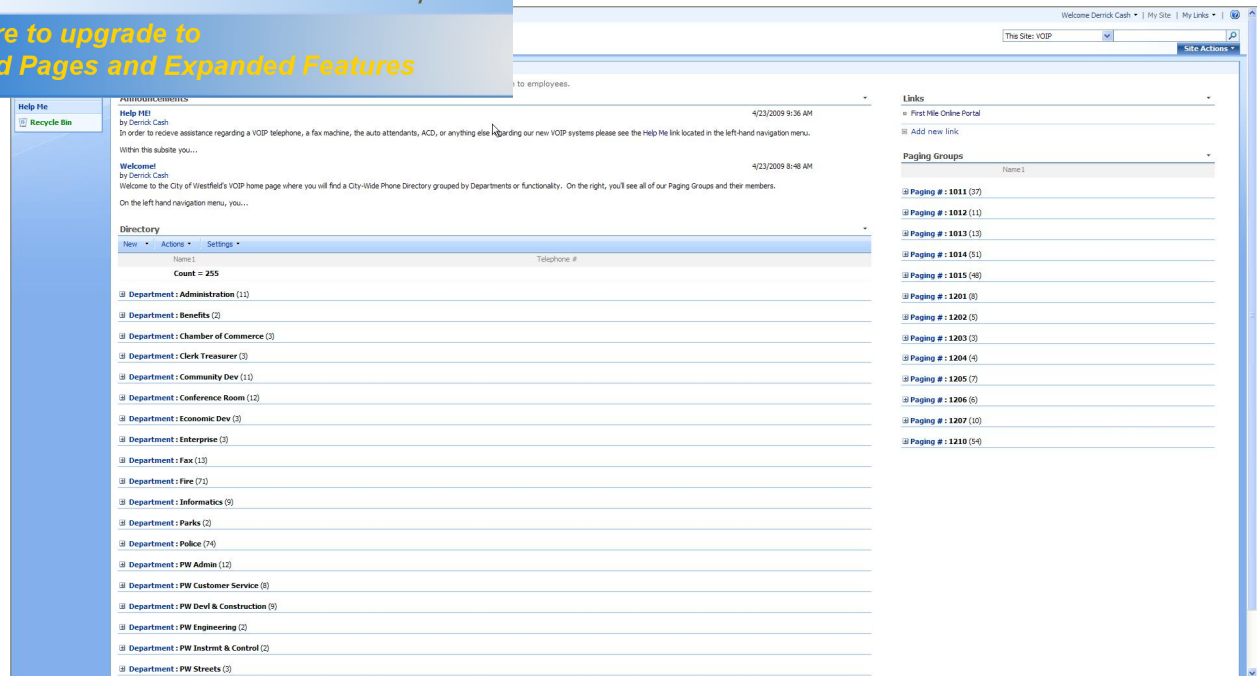
Westfield/voip was created in order to assist all of our internal employees in locating each employee's new VOIP telephone numbers, fax and conference room numbers, paging groups, to obtain assistance specifically related to the VOIP systems, and much more. This will provide all of Westfield one place where they can find resources, ask/answer questions, and anything else related to the new VOIP system. Major enhancements were made to the VOIP/Help functionality in April, 2009. Eric Bishop, Tamara Bennett, and Informatics were the primary drivers behind the creation and deployment of this site and its features.

The Customer Service module has undergone some major upgrades. We are implementing a method by which all Work Orders, Service Requests and more can be easily managed and tracked. For the foreseeable future, this site will react as the liaison between Westfield's Water and Customer Service Representatives. There is much more to come in the future…

Welcome Derrick Cash ▽ | My Site | My Links ▽ |

This Site: Economic Developme ▽

Site Actions ▼

View All Site Content

Home
Calendar
Contacts
Data Lists
» Property
» Inquiries
» Projects
» Business Retention
» Announcements
Documents
» Presentations
Dashboard
» Joe's Econ Page
» Mayor and Deputy Mayor Page
» Director's Page

Recycle Bin

Economic Development's Intranet

Inquiries

New ▼ | Actions ▼ | Settings ▼

Inquiry Name	Potential Location:	Date Rcvd	Follow-Up

⊞ **Status : Closed** (73)

⊞ **Status : On-Hold** (17)

⊞ **Status : Open** (74)

⊞ **Status : Project** (11)

Projects

New ▼ | Actions ▼ | Settings ▼

Title/Descr	Assigned To	Task Status	Priority	Follow-Up	% Complete

⊞ **Task Status : Completed** (1)

⊞ **Task Status : In Progress** (10)

⊞ **Task Status : Not Started** (1)

Property

New ▼ | Actions ▼ | Settings ▼

Property Name	Property Type	Size (sq ft) Available	Acreage	Location	Parcel Number	Price (Lease):

⊞ **Property Type : Building** (16)

⊞ **Property Type : Greenfield** (135)

The Economic Development intranet has received much attention in the month of April. Features, workflows, views, etc were added, edited, tailored to fit the needs of our Economic Development Department. Deanne Ludwig and Derrick Cash were the primary stakeholders in the creation of this site and its content. They plan to present this site (why it was created, what it does for Econ Dev, what the plans are for the future, etc.) to all of the Directors at the next Directors meeting held on May 5th.